

2011 Military Health System Conference

Stitch in Time: Enabling Change Using Computers

Innovative Uses of Information Technology Helping Providers to Care

The Quadruple Aim: Working Together, Achieving Success

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January 2011

Director for Public Health, NH Jacksonville FL



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OBJECTIVES: Stitch in Time



- Discuss innovative tools to help **focus providers and clinical staff** on preventive health measures recommended to be assessed at every patient care visit.
- Explain to clinical staff representatives and to providers how printing of automated Stitch in Time forms at the beginning of each day for all scheduled patients at every command clinic makes a difference in the consistency of care provided.

OBJECTIVES: Stitch in Time



- Discuss how simple tools using the concepts of **consistency** in preventive health counseling with the demand of time efficiency for providers of care to create an easy and workable solution to helping our clinics achieve high scores for preventive health metrics.

What is a Stitch in Time? ... a reminder.



- Naval Hospital Jacksonville **automated** the collection of data *and* printing of a Stitch in Time provider reminder to help focus preventive care for our patients at every clinic visit.
- The form consolidates information from CHCS, AHLTA, and the Population Health Navigator. Data is extracted *every night* keeping the form up to date placed into a format easy to print each morning by front desk staff for every scheduled patient encounter across the command.
- Using accessible manufactured resources such as .NET and SQL Server reporting services we pre-processed the data into consolidation locations enabling easy to print reports.

Provider reminders do work.




AHRQ survey from 2008 showed 74% of the studies of preventive healthcare reminders reported a positive impact.

Computer systems, however, were not statistically superior to manual reminder systems. A string tied to the providers finger may work best.

Front desk staff clicks one button to print.



*** Privacy Sensitive Data ***

 **Clinical Practice Guidelines**
Patient-Centered, Unified Healthcare

A Stitch In Time
Prevention Counts!

Test Patient

☐ I am aged 50 or greater and I have not had a colon cancer screening. Colon cancer is the second leading cause of cancer deaths in the USA. African Americans need to be screened beginning at age 45.
Date of last Colon Cancer Screening: _____

☐ I am Asthmatic. Please check to be sure I have been prescribed a long term medication to help control my asthma symptoms!

☒ I am Diabetic. Please review my labs and medications in the Clinical Portal to ensure I'm getting the best care!

☐ I use a tobacco product and need help to quit! Tobacco cessation therapy is effective and should be offered to every smoker or dipper at every clinic visit. Please refer me to your Tobacco Cessation Program.

☒ I am overweight and need to discuss my treatment options with my provider. We can offer nutrition classes and should screen for diabetes, thyroid disease and elevated cholesterol.

☒ My PAP is overdue! PAP smears help to prevent cervical cancer in women. Women should have their PAPs done every 1-3 years based on their age and other factors.
Date of last PAP: _____

☒ My Mammogram is overdue! Breast cancer can be prevented. Mammograms need to be performed every 1-2 years for women aged 40-50 and every year thereafter.
Date of last Mammogram: _____

*** Privacy Sensitive Data ***

Printed on 12/28/2010 2:09:06 PM by JOSEPH MCQUADE
FOR OFFICIAL USE ONLY(FOUO) Privacy Act of 1974 Applies

Identify, then diagnose and treat.



- Shares clinical workload, helps nurses and ancillary staff identify what preventive clinical measures a patient needs.
- Complements the medical home concept: do for each patient what they need most.
- Sets the tone / provides a focus for medical home implementation.

A ***Systems Approach*** to care, it facilitates standardization.



- Enables every clinic to have more clearly established and measurable goals.
- Standardizes the care provided to a much greater degree than relying on the consistency of providers to remember to focus on all preventive care areas.

The Clinical Portal supports the Stitch in Time.



Main Portal | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/Portal.aspx

File Edit View Favorites Tools Help

Main Portal | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Welcome to the Naval Hospital Jacksonville
Clinical Portal

Quick Patient Lookup **Stitch In Time**

New Links	Patient Care	Tools & Reference	New Site Features
Learn-Some-Online-Launch-Site	Asthma Care	Maternity Care Clinical Guidelines	NEW Beta* Features!
NHJAX Healthy Weight Initiative	Breast Cancer Screening	Imaging Practice Guidelines	We have recently added
URRO PowerPoint & MP3	Cervical Cancer Screening	2009 Anticoagulants	Ratios to the Asthmatic Patient Tracking Page
PEPD Online	New! Congestive Heart Failure	Clinical Practice Guidelines	In addition, there is a
Pandemic Flu Compliance Report	Colon Cancer Screening	Up-To-Date-Online	new page for Congestive Heart Failure Patients
Medical Library	Diabetes Care		
Pharmacy One-Source	Tobacco Cessation Program		
Peds Health Library	Tobacco Cessation Quit Rates		
New! Sarsoprol	Print Patient Letters		
Referral Guidelines			
High-Risk/High-Alert Medications			
Peer Review			

Log out

Questions??
CONTACT WEBMASTER

Suggestions??

Trusted sites 100%

Uses Pop Health Navigator data with yesterday's lab results.



Main Portal | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/Portal.aspx

File Edit View Favorites Tools Help

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Naval Hospital Jacksonville
Clinical Portal

Welcome to the Naval Hospital Jacksonville
Clinical Portal

Quick Patient Lookup **Stitch In Time**

New Links

- [Lexi-Comp Online Launch Site](#)
- [NHJAX Healthy Weight Initiative](#)
- [URFO PowerPoint & MP3](#)
- [PEPD Online](#)
- [Pandemic Flu Compliance Report](#)
- [Medical Library](#)
- [Pharmacy One Source](#)
- [Pop Health Library](#)
- [New! Carepoint](#)
- [Referral Guidelines](#)
- [High-Risk/High-Alert Medications](#)
- [Peer Review](#)

Patient Care

- [Asthma Care](#)
- [Breast Cancer Screening](#)
- [Cervical Cancer Screening](#)
- [New! Congestive Heart Failure](#)
- [Colon Cancer Screening](#)
- [Diabetes Care](#)
- [Tobacco Cessation Program](#)
- [Tobacco Cessation Quit Rates](#)
- [Print Patient Letters](#)

Tools & Reference

- [Maternity Care Clinical Guidelines](#)
- [Imaging Practice Guidelines](#)
- [2008 Anticoagulants](#)
- [Clinical Practice Guidelines](#)
- [Up-To-Date-Online](#)

New Site Features

NEW!
Lexi-Comp Online

MicroMedex Online is gone and replaced by LexiComp Online. below you will find a link to the new Launch Site for our new Lexi-Comp Links and instructions.

[Lexi-Comp Online Links](#)

Enjoy!

Population Health & Disease Management

- [Asthma Care](#)
- [Breast Cancer Screening](#)
- [Carepoint **New!**](#)
- [Cervical Cancer Screening](#)
- [Colon Cancer Screening](#)
- [Congestive Heart Failure **New!**](#)
- [Diabetes Care](#)
- [Pop Health Library](#)
- [Print Patient Letters](#)
- [Pop Health Newsletters](#)

Tools

Reference

Health Promotion

Pharmacy

Family Medicine Residency

Operational Medicine

Preventive Medicine

Medical Library

[Log out](#)

Questions??
CONTACT WEBMASTER

Suggestions??

javascript::

Trusted sites

100%

Quick access to patient-centered resources.



Main Portal | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/Portal.aspx

File Edit View Favorites Tools Help

Main Portal | Clinical Portal

Up to NHJAX Command Intranet

 **Naval Hospital Jacksonville**
Clinical Portal

Welcome to the Naval Hospital Jacksonville

Clinical Portal

Quick Patient Lookup **Stitch In Time**

	Patient Care	Tools & Reference	New Site Features
Population Health & Disease Management	Asthma Care	Maternity Care Clinical Guidelines	NEW Beta* Features!
Tools	Breast Cancer Screening	Imaging Practice Guidelines	We have recently added
Reference	Cervical Cancer Screening	2009 Antibiotics	Asthma ICS/SABA
Health Promotion	Congestive Heart Failure	Clinical Practice Guidelines	Ratios to the Asthmatic Patient Tracking Page
Pharmacy	Colon Cancer Screening	Up-To-Date-Online	In addition, there is a
Family Medicine Residency	Diabetes Care		new page for Congestive Heart Failure Patients
Operational Medicine	Tobacco Cessation Program		
Preventive Medicine	Tobacco Cessation Quit Rates		
Medical Library	Print Patient Letters		
			<small>*still under development. Released as beta to allow testing and feedback.</small>

Log Out

Questions??
CONTACT WEBMASTER

Suggestions??

javascript:;

Trusted sites 100%

Providers *and* nurses can review data.



Diabetic Patients | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.rmed.ds.med.navy.mil/clinicalportal/diabetes.aspx

File Edit View Favorites Tools Help

Diabetic Patients | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Diabetic Care

Welcome JOSEPH.MCQUADE

Patient Dashboard A1c Chart Patient List Lab Results Find a Patient

Diabetic Population Health Dashboard

☒ My Patients ☐ All Patients

Lab Results Averages **Encounter**

A1c Results
GFR Results
Microalbumin Results
LDL Results

Foot
Eye
Pneumonia
Nutrition

MCQUADE,JOSEPH G
PROKOP,MICHAEL A
PRUNTY,LAURA JO
PUMAREJO,RAYMOND M
QUARLES,CHRISTOPHER S
RAFAHAN,ANNA M
RIES,JAMES P
ROBERSON,NOLEN F
ROCKSTROM,NANCY M
RODNEZ,ELIZABETH
ROMINE,LESTER W
RUTERBUSCH,JEFFREY A
SAENZ,JOHN W
SAG,LEAH S
SAMS,RICHARD W
SANBORN,ADAM M
SANBORN,MELANIE J
SANCHEZ,RACHAEL N
SCOTT,RANDALL
SINGH,MOHENISH K
SMITH,DUSTIN KYLE
SMITH,WILLIAM P
SMITHWICK,JOEL A
SONE,PETER LEE
STATEN,ROBERT ALLEN
STONE,JIMMIE EDWARD
STRICKLAND,MARTHA JENE
TASSIN,NADINE S
THOMAS,WILLIAM CLYDE
TRAN,JIM T
TRIPP,RICKQUEL P

My Patients

Population Health & Disease Management
Tools
Reference
Health Promotion
Pharmacy
Family Medicine Residency
Operational Medicine
Preventive Medicine
Medical Library

Log out

Questions??
CONTACT WEBMASTER
Suggestions??

Done

Unknown Zone (Mixed) 100%

Quick Search finds patient, identifies chronic conditions.



Find a Patient | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-weapps.med.ds.med.navy.mil/clinicalportal/PatientSearch.aspx

Find a Patient | Clinical Portal

US to NMJAX Command Intranet

Naval Hospital Jacksonville

Patient Search [Add](#)

[We need your feedback](#)

Patient Name: OR Patient EHR/SSN: [Add](#)

ex. lastname,firstname ex. 1000100000

Patient Info [Clear Page](#)

Patient Information [Encounters \(2\)](#) [Rxs \(2\)](#) [Lab Results \(714\)](#) [Allergies \(3\)](#)

Patient Info

Name:

Age:

DOB:

FBI/SSN:

Home Phone:

Work Phone:

Address:

City:

State:

Zip:

Comments:

[Print A Stitch in Time](#)

HEDIS Category	Source System	Letter Status	Edit
Diabetic	CHCS POP HEALTH		Add
Breast Cancer Screening	CHCS		Add
Cervical Cancer Screening	CHCS		Add
Well	COM		Add

[Source Legend](#)

CHCS

POTS

Pop Health

Questions??

CONTACT WEBMASTER

Suggestions??

Optimized for 1024x768 screen resolution

Done

Trusted sites

100%

“Chart chit” collects the diabetes vital signs in one spot.



Diabetic Patient Details | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.med.ds.med.navy.mil/clinicalportal/diabeticpatientdetails.aspx

File Edit View Favorites Tools Help

Diabetic Patient Details | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Population Health & Disease Management
Tools
Reference
Health Promotion
Pharmacy
Family Medicine Residency
Operational Medicine
Preventive Medicine
Medical Library

Log out









Questions??
CONTACT WEBMASTER
Suggestions??

Patient Details & Activities for **Patient**

Go Back | Print Reminder Later

Patient Information | Encounters (2) | RXs (25) | Lab Results (716) | Allergies (3) | **Chart Chit**

Print

 Last A1C: Goal < 6.5 Date: 9/24/2010 A1c: 6.81 Date: 5/13/2010 A1c: Q	 Last Foot Exam: (Ask Patient When was last foot exam by PCM or podiatrist) Last Exam Date: 5/13/2010
 LIPIIDS: Goal < 100 Date: 9/24/2010 LDL: 100.2	 LAST EYE EXAM: Last Exam Date: 11/2/2010
 GFR / Renal Function Date: 9/24/2010 GFR: >60 Microalbumin: 10.7	 FLU SHOT: (Nov-Mar): Date Documented: 9/23/2010
 NUTRITION CONSULT: Last Consult: 3/22/2010	 PNEUMOVAX / Tdap: Date Documented: 11/11/10

Many Hands Make Light Work.
Navy Medicine providers thank our Corpstaff and Medical Assistants.

Providers can at-a-glance see LDL, GFR, and A1C.



Diabetic Patients | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/diabetes.aspx

Diabetic Patients | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Diabetes Care

You are viewing MOITT, ANN MARIE

MOITT, ANN MARIE My Patients

Patient Dashboard | A1c Chart | Patient List | Lab Results | Find a Patient

Hover over lab results for date taken

Print All Lab Results

Patient Name	A1c	A1c Letter	LDL	LDL Letter	GFR	GFR Letter
	12.57		96.8		0	
	11.78		87.8		0	
	11.24		165.4		0	
	11.24		0		0	
	10.85		83.8		0	
	10.21		87.2		0	
	9.63		90.8		0	
	9.48		118.6		0	
	9.20		79		0	
	8.73		69.4		40-3639	
	8.80		80.2		37-9694	
	8.45		110.2		59-6065	
	8.32		86.6		54-4121	
	8.21		109.8		0	
	8.09		14.2		0	
	8.06		86.2		0	
	8.01		95.8		49-4863	
	7.90		55.8		0	
	7.82		164.8		0	
	7.80		88.4		0	
	7.55		142.4		0	
	7.32		110.2		33-0113	
	7.31		46.4		0	
	7.31		65		0	
	7.31		71.4		0	
	7.17		117.6		0	
	7.04		0		0	
	7.04		68		0	

Patient List

Log Out

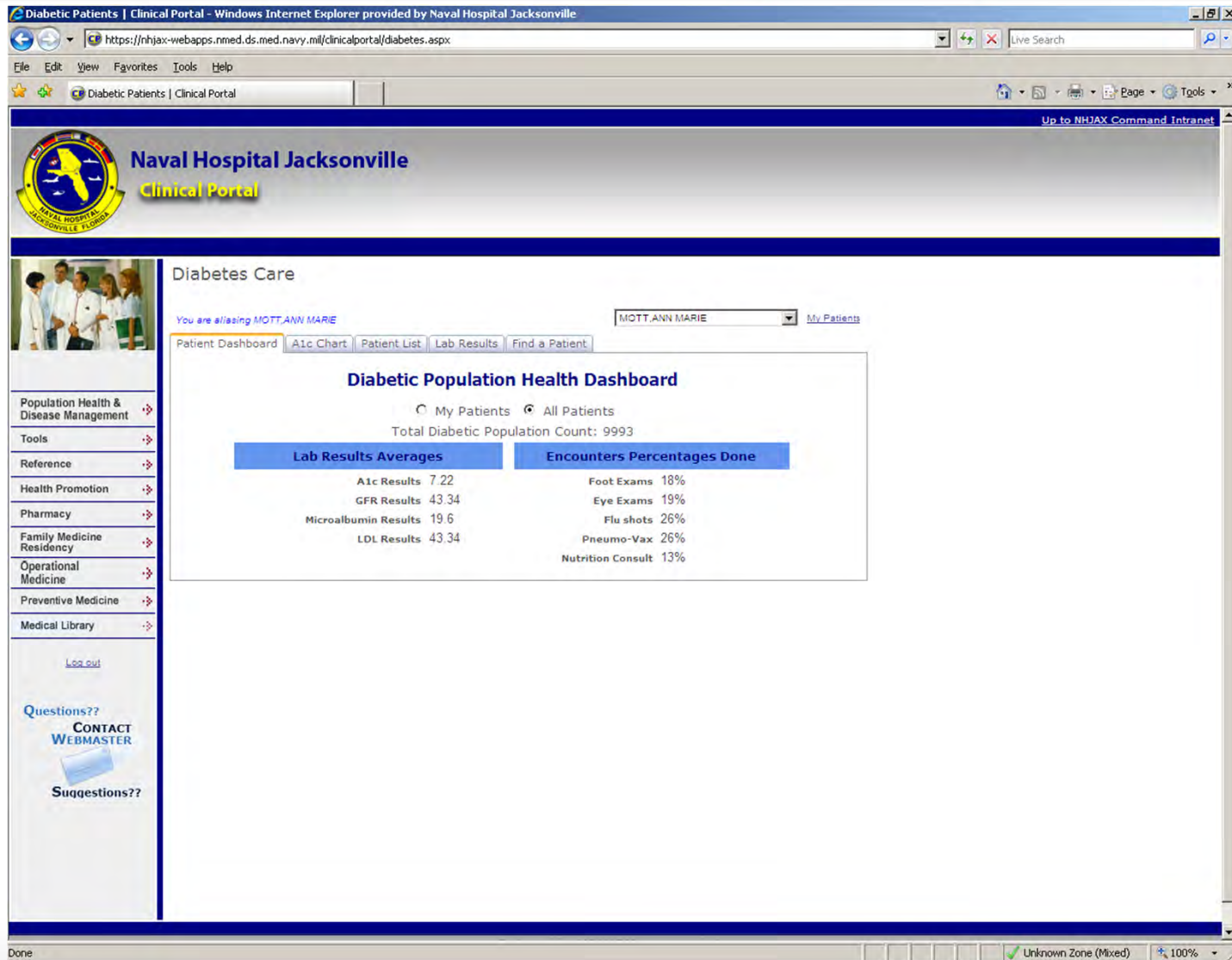
Questions??
CONTACT WEBMASTER

Suggestions??

Done

Unknown Zone (Mixed) 100%

Metrics matter.



Letters to patients.



Naval Hospital Jacksonville

FAMILY MEDICINE

2080 Child Street
Jacksonville, FL 32214-5000

12-28-2010

Diabetes A1c Reminder

Dear C [REDACTED] E,

Your records show that you meet criteria for treatment of diabetes or that you may be at risk of becoming diabetic. Staying healthy with diabetes requires preventive tests. One of those important blood tests is an A1c. Your A1c should be checked every 3-6 months. It shows your average blood sugar over the past three months.

Your fasting labs have been ordered.

WHAT SHOULD MY A1c BE?

People without diabetes have an A1c between 4 & 6%. We recommend a goal of 6.5% for most people with diabetes.

WHY IS THE A1c IMPORTANT?

Studies show that keeping your A1c near normal will reduce your risks of diabetes complications. When your A1c is high, there are increased risks for complications that can affect your kidneys, eyes, heart, feet and other parts of your body.

Nyvea Tinajero, RN

Central Appointments

904-542-4677

Patient-centered, Quality Healthcare
Naval Hospital Jacksonville Florida

Letters help our providers speak to our patients.



Print Patient Letters | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/pophealthletters.aspx

File Edit View Favorites Tools Help

Print Patient Letters | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Print Patient Letters

Step 1 - Search for patient by ssn or last name

Patient FMP / SSN: /
type the patient's FMP and Sponsor SSN, then press enter

or Patient Name: **MCQUADE, JOSEPH G**
type the first few letters of last name and press enter
ex. lastname,firstname

MCQUADE, JOSEPH G

Step 2 - Select a Letter Type

Select a Letter:

- Asthma Reminder
- Avandia Warning
- Bone Density Study Results
- Cholesterol Test Results
- Colorectal Screening Reminder
- Diabetes A1C Reminder
- Diabetes Blood Sugar Test Result
- Diabetes Cholesterol Reminder
- Diabetes GFR Reminder
- Diabetes Pre-visit Reminder
- FOBT Colorectal Screening Letter
- General Lab / X-Rays Results
- H1N1 Recall Letter
- High Risk Flu Shot Reminder
- HPV Follow Up
- HPV Vaccination
- Kidney Function Test Results
- Lead Level Results
- Mammogram Reminder
- Mammogram Results
- Pap Smear Reminder
- Pap Smear Results
- Pediatric Asthma Reminder
- Prostate Specific Antigen Results
- Spot in Time Call
- Thyroid Test Results
- Tobacco Cessation 12 Months
- Tobacco Cessation 2 Weeks
- Tobacco Cessation 3 Months

Step 3 - S **Print Letter**

Optimized for 1024 x 768 screen resolution

Done

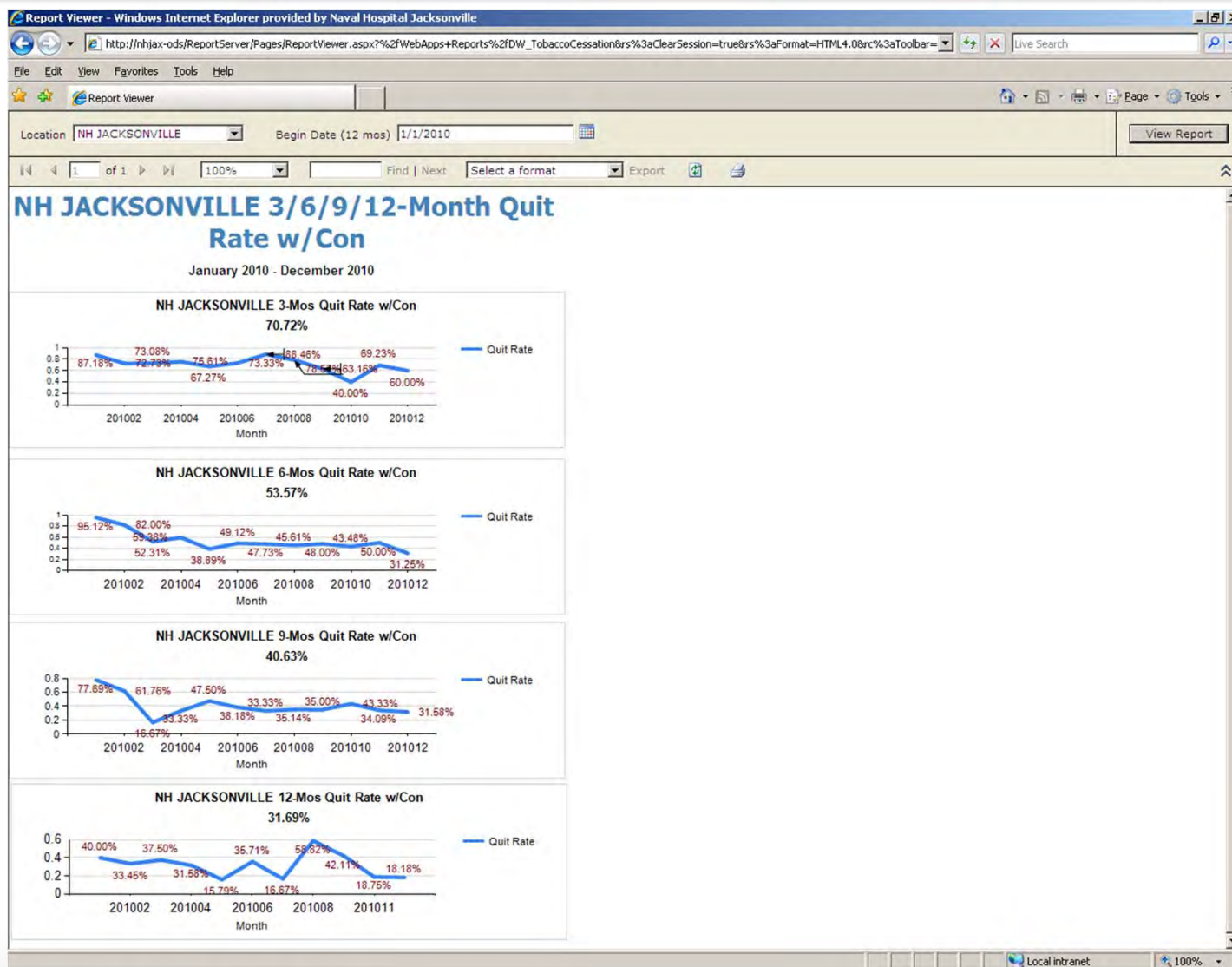
Trusted sites 100%

Log out

Questions??
CONTACT WEBMASTER

Suggestions??

We use the Clinical Data Mart to show our providers their data.



Tobacco Cessation: Numbers allow real *disease management*.



Tobacco Cessation | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://rhpax-webapps.nmed.ds.med.navy.mil/clinicalportal/TobaccoCessation.aspx

File Edit View Favorites Tools Help

Tobacco Cessation | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Tobacco Cessation *Beta! in testing*

AMIR, OBAIDULLAH My Patient

Patient List

Cons Amokers Quitting Download Number of Patients to show: 25 50 All Print Labels

Patient Name	FIDP/SSN	Age	DOB	Still Smoking?	Consult	Start	Weeks	3Mos	6Mos	12Mos	Flu	Edit
Patient List												
				Yes	No							edit
				Yes	No							edit
				Yes	No							edit
				No	Yes							edit
				Yes	No							edit
				Yes	No							edit
				Yes	Yes							edit
				Yes	No							edit
				Yes	No							edit
				Yes	No							edit
				Yes	No							edit
				Yes	No							edit
				No	Yes							edit
				No	Yes							edit
				Yes	Yes							edit
				Yes	No							edit

Hover over column elements for more details Indicates letter already printed

Total Enrollees 136

Log Out

Questions??
CONTACT WEBMASTER

Suggestions??

Trusted sites 100%

We stay with the patient, send letters, audiocare.



Naval Hospital Jacksonville

FAMILY MEDICINE

2080 Child Street

Jacksonville, FL 32214-5000



Quitting tobacco can be very hard, but with help, you can do it!

Dear [REDACTED]

Congratulations on your decision to stop using tobacco products! We have received a referral indicating your desire to quit. The use of smoked and/or smokeless tobacco is a leading cause of preventable death and disease in our country.

Quitting tobacco may be the most difficult, yet most rewarding thing that you will do in your entire life. The Naval Hospital at Jacksonville and your provider are here to help you.

We offer different programs and aids in helping you 'kick the habit'. Please call our Tobacco Cessation Coordinator to make an appointment to discuss one of the most important decisions of your life.

Brooke Keen, RN
904-542-5292

Good luck with your effort. We are proud of you for giving it a try.

Patient-centered, Quality Healthcare

Naval Hospital Jacksonville Florida

We measure SABA Ratios to better determine asthma risk.



Asthmatic Patients | Clinical Portal - Windows Internet Explorer provided by Naval Hospital Jacksonville

https://nhjax-webapps.nmed.ds.med.navy.mil/clinicalportal/asthma.aspx

File Edit View Favorites Tools Help

Asthmatic Patients | Clinical Portal

Up to NHJAX Command Intranet

Naval Hospital Jacksonville
Clinical Portal

Asthmatic Patients

You are viewing LEE GABRIEL

LEE GABRIEL My Patients

Hover over flags text for flag details

ICS/SABA Ratios List [View](#)

This tab is still in development. Not all functions may perform as expected.

[Simple View](#) | [Encounters](#) | [RX Details](#) | [All Patients](#) | [Patient Lookup](#)

Number of Patients to show: 15 25 50 All 42 Patients [Print Legend](#)

Patient Name	Spencer SSN	DOB	Age	Sex	ICS RXs	SABA Rx	Ratio	Flag	Edit
			10	MALE	3	0	1		Edit
			17	FEMALE	3	0	1		Edit
			12	MALE	3	6	0.45		Edit
			11	MALE	3	0	1		Edit
			8	MALE	1	0	1		Edit
			4	MALE	0	0	0		Edit
			1	MALE	2	0	1		Edit
			19	MALE	0	0	0		Edit
			18	FEMALE	0	0	0		Edit
			17	MALE	0	0	0		Edit
			14	MALE	0	0	0		Edit
			13	MALE	1	1	0.5		Edit
			10	MALE	4	0	1		Edit
			9	MALE	3	7	0.43		Edit
			5	FEMALE	4	0	1		Edit

Indicates Ratio is too low

Log Out

Questions??
CONTACT WEBMASTER

Suggestions??

Clinical Data Mart gives us metrics to make decisions with.



- Allows precise tracking % of pregnant Moms who have been immunized for seasonal Flu (**53.1%** as of 17 December!).
- Room to grow: using CDM to pull data to push adult immunizations.

Growing still: Creative uses of CDM.



- Clinical Data Mart (CDM): Rates of change in BMI for Healthy Weight consults. Can help to more precisely manage our Wellness programs.
- Does SHIPSHAPE class help patients to lose weight?
- Does an internet based program to follow patients enrolled to Healthy Weight help?

Many Hands Make Light Work



Questions?

CAPT Joseph McQuade MD

Director Public Health

Naval Hospital Jacksonville FL

Joseph.mcquade@med.navy.mil